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U.S.PTO**Customer No. 22859**

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Attorney Docket No. 46087.1.8

APPLICATION TRANSMITTAL

Box PATENT APPLICATION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith for filing under 37 C.F.R. § 1.53(b) is the patent application of

INVENTOR(S): W. Donald Matthews et al.**FOR: METHODS OF PROVIDING DIRECT TECHNICAL SUPPORT OVER NETWORKS**

Enclosed are:

- [X] Specification and Abstract ~~51~~ ⁷² pages.
- [X] Drawings - ~~32 sheets~~
- [] Combined Declaration and Power of Attorney.
- [] Information Disclosure Statement.
- [X] Application Data Sheets
- [] Assignment papers.
- [] CD-ROM or CD-R in duplicate, and Compact Disc Transmittal.
- [] Request and Certification Under 35 U.S.C. 122(b)(2)(B)(i) (nonpublication).
- [X] Return Receipt Postcard

The filing fee has been calculated as shown below:

	No. Filed	No. Extra	Small Entity Rate	OR	Large Entity Rate
Basic Fee			\$385	OR	\$770
Total Claims	XX-20	= XX	x 9 = \$	OR	x 18 =
Independent Claims	XX - 3	= X	x 43 = \$	OR	x 86 =
Presence of Multiple Dependent Claim			+ 145	OR	+ 290
		TOTAL	\$	TOTAL	\$

**If the difference is less than zero, enter "0"

[X] Applicant(s) is/are entitled to small entity status in accordance with 37 CFR 1.27.

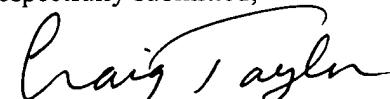
[] A check in the amount of \$ _____ to cover the filing fee and/or an Assignment recordation fee is attached.

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[X] The present application is a CIP of US Patent Application No. 10/462,455, and US Patent Application 10/462,417, both which were filed on June 16, 2003, which are continuations of U.S. Patent Application No. 10/327,152, filed Dec. 21, 2002, and US Patent Application No. 10/327,812, filed on Dec. 21, 2002 respectively, titled respectively METHODS FOR PROVIDING INFORMATION AND PROVIDING STUDENT EXPERIENCE IN PROVIDING INFORMATION and METHODS FOR PROVIDING INFORMATION OVER NETWORKS RESPONSIVE TO DIGITAL DEVICE USER REQUESTS which claim priority to U.S. Provisional Patent Application Serial No. 60/342,626, filed Dec. 21, 2001, titled METHODS FOR PROVIDING INFORMATION AND FOR PROVIDING EXPERIENCE IN PROVIDING INFORMATION, both herein incorporated by reference in their entireties.

[] The commissioner is hereby authorized to charge any additional fees or credit any overpayment to Deposit Account No. 061910

Respectfully submitted,

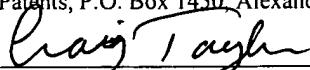


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Registration No. 40,199

CERTIFICATE OF EXPRESS MAIL

"Express Mail" mailing label number: EV 317158814 US. Date of Deposit: October 31, 2003. I hereby certify that this paper is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. § 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Craig F. Taylor
Name of Person Making Deposit



Signature

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